

|   |  |
|---|--|
| <b>FCC Form 481 - Carrier Annual Reporting</b><br><b>Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0286/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|       |   |                        |
|-------|---|------------------------|
| <010> | Study Area Code   | 100015                 |
| <015> | Study Area Name   | COMMUNITY SERVICE      |
| <020> | Program Year  | 2015                   |
| <030> | Contact Name: Person USAC should contact with questions about this data         | Barbara Galardo        |
| <035> | Contact Telephone Number:<br>Number of the person identified in data line <030> | 2075354126 ext.        |
| <039> | Contact Email Address:<br>Email of the person identified in data line <030>     | bgalardo@fairpoint.com |

|  |                                  |                                  |
|--|----------------------------------|----------------------------------|
| <b>ANNUAL REPORTING FOR ALL CARRIERS</b> | 54,313<br>Completion<br>Required | 54,422<br>Completion<br>Required |
|--|----------------------------------|----------------------------------|

|        |  |   |                                     |                                     |
|--------|--|---|-------------------------------------|-------------------------------------|
| <100>  | Service Quality Improvement Reporting                            | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <200>  | Outage Reporting (voice)   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210>  | [REDACTED] <- check box if no outages to report                  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <300>  | Unfulfilled Service Requests (voice)                             |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <310>  | Detail on Attempts (voice)                                       | [REDACTED] (attach descriptive document)  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <320>  | Unfulfilled Service Requests (broadband)                         |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <330>  | Detail on Attempts (broadband)                                   | [REDACTED] (attach descriptive document)  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <400>  | Number of Complaints per 1,000 customers (voice)                 |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <410>  | Fixed  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <420>  | Mobile   | 0.0                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <430>  | Number of Complaints per 1,000 customers (broadband)             |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <440>  | Fixed  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <450>  | Mobile   | 0.0                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <500>  | Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510>  | 100015se510.pdf  | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600>  | Functionality in Emergency Situations                            | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610>  | 100015se610.pdf  | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700>  | Company Price Offerings (voice)                                  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <710>  | Company Price Offerings (broadband)                              | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <800>  | Operating Companies and Affiliates                               | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900>  | Tribal Land Offerings (Y/N)?                                     | (if yes, complete attached worksheet)     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1000> | Voice Services Rate Comparability                                | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1010> | 1010 Voice Service Rate Comparability.pdf                        | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1100> | Terrestrial Backhaul (Y/N)?                                      | (if not, check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1110> |  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1200> | Terms and Condition for Lifeline Customers                       | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

|        |  |                                   |                                     |                                     |
|--------|--|-----------------------------------|-------------------------------------|-------------------------------------|
| <2000> |  | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <2005> |  | (complete attached worksheet)     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

|        |  |                                   |                                     |                                     |
|--------|--|-----------------------------------|-------------------------------------|-------------------------------------|
| <3000> |  | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <3005> |  | (complete attached worksheet)     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

|   |  |   |
|---|--|---|
| <b>(100) Service Quality Improvement Reporting Data Collection Form</b>   |  | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013  |
| <010>   | Study Area Code  | 100015  |
| <015>   | Study Area Name  | COMMUNITY SERVICE   |
| <020>   | Program Year   | 2015  |
| <030>   | Contact Name - Person USAC should contact regarding this data  | Berbora Galardo   |
| <035>   | Contact Telephone Number - Number of person identified in data line <030>  | 2075314126 ext.   |
| <039>   | Contact Email Address - Email Address of person identified in data line <030>  | bgalarado@fairpoint.com   |
| <110>   | Has your company received its ETC certification from the FCC?  | (yes / no) <input checked="" type="radio"/> <input type="radio"/>   |
| <111>   | If your answer to Line <110> is yes, do you have an existing §54.202(a) "S year plan" filed with the FCC?  | (yes / no) <input type="radio"/> <input type="radio"/>  |
| If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "S year plan" on file with the FCC, as it relates to your provision of voice telephony service.                       |  |   |
| <112>   | Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service. |   |
| Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate. |  | <div style="border: 1px solid black; height: 40px; width: 100%; margin-bottom: 5px;"></div> 112 Service Quality Improvement Reporting.pdf |
| Name of Attached Document   |  |   |
| <113>   | Maps detailing progress towards meeting plan targets   | <input type="checkbox"/>  |
| <114>   | Report how much universal service (USF) support was received   | <input type="checkbox"/>  |
| <115>   | How (USF) was used to improve service quality  | <input type="checkbox"/>  |
| <116>   | How (USF) was used to improve service coverage   | <input type="checkbox"/>  |
| <117>   | How (USF) was used to improve service capacity   | <input type="checkbox"/>  |
| <118>   | Provide an explanation of network improvement targets not met in the prior calendar year.  | <input type="checkbox"/>  |



(700) Price Offerings Including Voice Rate Data Data Collection Form FCC Form 481 QMB Control No. 3060-0986/QMB Control No. 3060-0819 July 2013

|       |   |                        |
|-------|---|------------------------|
| <010> | Study Area Code   | 300015                 |
| <015> | Study Area Name   | COMMUNITY SERVICE      |
| <020> | Program Year  | 2015                   |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Balthaz, Malinda       |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2022254126 ext.        |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | gbalardo@airjprinc.com |

|       |  |          |
|-------|--|----------|
| <701> | Residential Local Service Charge Effective Date    | 1/1/2014 |
| <702> | Single State-wide Residential Local Service Charge |          |

[illegible]

|   |                      |
|---|----------------------|
| <010> Study Area Code   | 100015               |
| <015> Study Area Name   | COMMUNITY SERVICE    |
| <020> Program Year  | 2015                 |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Galsdorf     |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2075554126 ext.      |
| <040> Contact Email Address - Email Address of person identified in data line <030> | bgalsdorf@ipoint.com |

Page 5





|  |  |
|--|--|
| <b>(900) Tribal Lands Reporting Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|--|--|

|   |                         |
|---|-------------------------|
| <010> Study Area Code   | 100315                  |
| <015> Study Area Name   | COMMUNITY SERVICE       |
| <020> Program Year  | 2015                    |
| <030> Contact Name - Person USAC should contact regarding this data                 | Berhara Galardo         |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 201554126 ext.          |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgalarado@fatepoint.com |

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(p)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

|                            |
|----------------------------|
| Select<br>(Yes, No,<br>NA) |
|                            |
|                            |
|                            |
|                            |
|                            |
|                            |
|                            |
|                            |

|   |  |  |
|---|--|--|
| (1100) No Terrestrial Backhaul Reporting Data Collection Form |  | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|--|

|       |   |                         |
|-------|---|-------------------------|
| <010> | Study Area Code   | 100015                  |
| <015> | Study Area Name   | COMMUNITY SERVICE       |
| <020> | Program Year  | 2015                    |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Barbara Gallardo        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.         |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgallardo@fatepoint.com |

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐



|   |  |  |
|---|--|--|
| (1200) Terms and Condition for Lifeline Customers<br>Lifeline<br>Data Collection Form |  | FCC Form 481<br>OMB Control No. 3060-0985/OMB Control No. 3060-0819<br>July 2013 |
|---|--|--|

|   |                        |
|---|------------------------|
| <010> Study Area Code   | 100015                 |
| <015> Study Area Name   | COMMUNITY SERVICE      |
| <020> Program Year  | 2015                   |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara D. Lard        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2075154126 ext.        |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgalaxd@farrington.com |

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.usfda.net/fairpoint/ctec.asp?id=1011>

\*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

|   |  |
|---|--|
| <b>(2000) Price Cap Carrier Additional Documentation</b><br><b>Data Collection Form</b><br><i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i> | FCC Form 481<br>OMB Control No. 3060-0956/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|   |                     |
|---|---------------------|
| <010> Study Area Code   | 300015              |
| <015> Study Area Name   | COUNTEITY SERVICE   |
| <020> Program Year  | 2015                |
| <030> Contact Name - Person USAC should contact regarding this data                 | BaxDATA_Gs@xrdc     |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2015354126 ext.     |
| <039> Contact Email Address - Email Address of person identified in data line <030> | baxlax8226@xrdc.net |

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, Frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

|  |                          |
|--|--------------------------|
| <b>Incremental Connect America Phase I reporting</b>   |                          |
| <2010> 2nd Year Certification (47 CFR § 54.313(b)(1))  | <input type="checkbox"/> |
| <2011> 3rd Year Certification (47 CFR § 54.313(b)(2))  | <input type="checkbox"/> |
| <b>Price Cap Carrier Reaching Frozen Support Certification (47 CFR § 54.312(a))</b>  |                          |
| <2012> 2013 Frozen Support Certification   | <input type="checkbox"/> |
| <2013> 2014 Frozen Support Certification   | <input type="checkbox"/> |
| <2014> 2015 Frozen Support Certification   | <input type="checkbox"/> |
| <2015> 2016 and future Frozen Support Certification  | <input type="checkbox"/> |
| <b>Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))</b>  |                          |
| <2016> Certification Support Used to Build Broadband   | <input type="checkbox"/> |
| <b>Connect America Phase II Reporting (47 CFR § 54.313(e))</b>   |                          |
| <2017> 3rd year Broadband Service Certification  | <input type="checkbox"/> |
| <2018> 5th year Broadband Service Certification  | <input type="checkbox"/> |
| <2019> Interim Progress Certification  | <input type="checkbox"/> |
| <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | <input type="checkbox"/> |

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Using Required Information

|   |  |  |
|---|--|--|
| <b>(3000) Data Of Record Carrier Additional Documentation</b><br>Data Collection Form   |  | FCC Form 481<br>OMB Control No. 3080-0030/OMB Control No. 3089-0019<br>July 2013 |
| (410) Study Area Code<br>(415) Study Area Name<br>(420) Program Year<br>(430) Contact Name - Person/USAC official contact regarding this data<br>(435) Contact Telephone Number - Number of person identified in data line (430)<br>(439) Contact Email Address - Email Address of person identified in data line (430) | 100219<br>COMMUNITY SERVICE<br>2015<br>Barbara Delgado<br>2075141116 ext.<br>bdelgado@fairmountain.com |  |

CHECK the boxes below to note compliance on the five year service quality plan (pursuant to 47 CFR § 54.313) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). Further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan  
 Minimum Certification (47 CFR § 54.313(f)(2)(i))

Name of Attached Document(s) Containing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(i). The carrier shall provide the number, name, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(i))

Name of Attached Document(s) Containing Required Information

(3013) Is your company a Privately Held FOR Carrier (47 CFR § 54.313(f)(2))

☒ (Yes/No)

(3014) If yes, does your company file a US annual report

☒ (Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual US reports (Operating Report for Telecommunications Business)

☐

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3017) If the response is yes on line 3014, attach your company's US annual report and all required documentation

Name of Attached Document(s) Containing Required Information

(3018) If the response is no on line 3014, is your company audited?

☒ (Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3019, pursuant to § 54.313(f)(2) compliance:

(3019) Does a copy of their audited financial statement or (2) a financial report in a format comparable to US Operating Report for Telecommunications

☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit

☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3022, pursuant to § 54.313(f)(2) compliance:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant or (2) a financial report in a format comparable to US Operating Report for Telecommunications Business

☐

(3023) Underlying information subjected to a review by an independent certified public accountant

☐

(3024) Underlying information subjected to an officer certification

☐

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3026) Attach the required information

Name of Attached Document(s) Containing Required Information

|   |  |
|---|--|
| Certification - Reporting Carrier<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|   |                        |
|---|------------------------|
| <010> Study Area Code   | 100015                 |
| <015> Study Area Name   | COMMUNITY SERVICE      |
| <020> Program Year  | 2015                   |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Galaydo        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.        |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

|   |  |
|---|--|
| <b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>   |  |
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. |  |
| Name of Reporting Carrier:  | COMMUNITY SERVICE                                |
| Signature of Authorized Officer:  | CERTIFIED ONLINE Date 06/24/2014                 |
| Printed name of Authorized Officer:   | Mike Skrivan                                     |
| Title or position of Authorized Officer:  | VP Regulatory                                    |
| Telephone number of Authorized Officer:   | 2075355100 ext.                                  |
| Study Area Code of Reporting Carrier:   | 100015 Filing Due Date for this form: 07/01/2014 |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.  |  |

#### Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting  
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.<sup>1</sup>

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<sup>1</sup> The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.




Community Service Telephone  
100015  
Line 310

For the period January 1, 2013 through December 31, 2013, Community Service Telephone (SAC  
#100015) had 

Community Service Telephone  
100015  
Line 330

For the period January 1, 2013 through December 31, 2013, Community Service Telephone (SAC #100015)



**Community Service Telephone Company**

**Maine**

**100015**

**Line 510: Service Quality Reporting/Consumer Protection Rules Compliance**

Northern New England Telephone Operations LLC, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Maine Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>3</sup>

Community Service Telephone Company is not currently under any "formal" Service Quality Reporting. The company does report Service quality metrics on a quarterly basis. This is based on a verbal agreement with the Maine Public Utilities commission (the PUC). The TG companies report quarterly on 5 metrics: The five metrics are – Network Trouble report rate, % troubles not cleared in 24 hours, % install appointments not met, Average delay days for missed appointments, and outages. There are no benchmarks and no consequences for not reaching certain numbers.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at [consumer@fairpoint.com](mailto:consumer@fairpoint.com). The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

<sup>2</sup> *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

## Business Continuity Plan Overview

### Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

### BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

### **BCP Structure**

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.





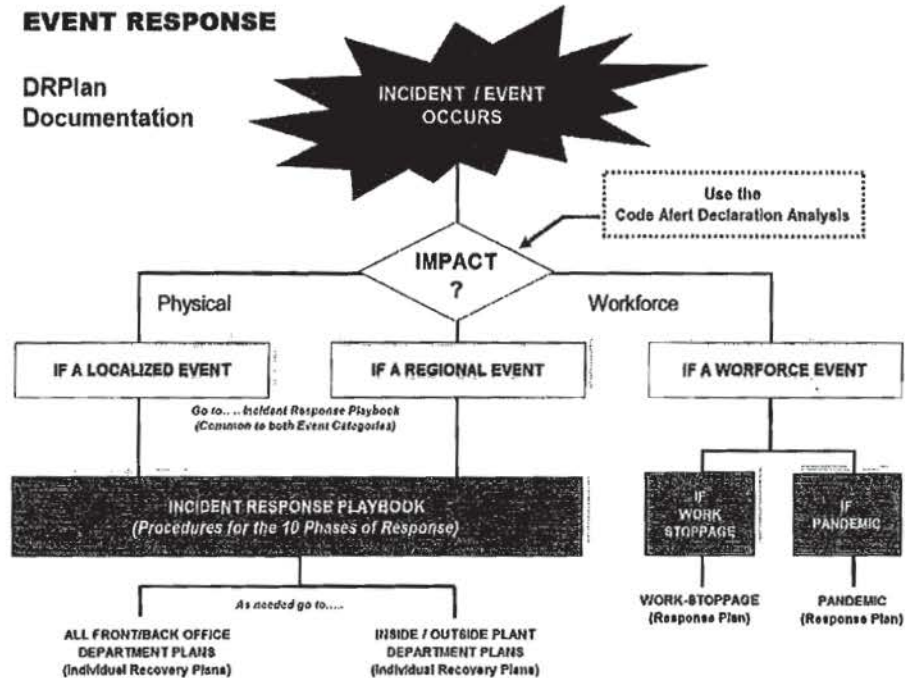
FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

## EVENT RESPONSE

DRPlan  
Documentation



### Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in





FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barnes Boynton  
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

#### **Plan Maintenance and Exercising**

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.





|   |  |   |
|---|--|---|
| (800) Operating Companies<br>Data Collection Form |  | FCC Form 481<br>OMB Control No. 3060-0986/0148 Control No. 3060-0819<br>July 2013 |
|---|--|---|

|       |   |                                     |
|-------|---|-------------------------------------|
| <010> | Study Area Code   | 105015                              |
| <015> | Study Area Name   | COMMUNITY SERVICE                   |
| <020> | Program Year  | 2015                                |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Eschera delgado                     |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2075154126 ext.                     |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | esgierd@fairpoint.com               |
| <810> | Reporting Carrier   | Community Service Telephone Company |
| <811> | Holding Company   | FairPoint Communications, Inc.      |
| <812> | Operating Company   | Community Service Telephone Company |

| <813>   | <813>  | <813>  |
|---|--------|--|
| Affiliates  | SAC    | Doing Business As Company or Brand Designation                 |
| BB Mobile Communications, Incorporated                        |        | dba FairPoint Long Distance                                    |
| Bentleyville Communications Corporation                       | 170415 | dba FairPoint Communications                                   |
| Berkshire Cable Corp.   |        | dba FairPoint Long Distance                                    |
| Berkshire Cellular, Inc.                                      |        |  |
| Berkshire New York Access, Inc.                               |        |  |
| Berkshire Telephone Corporation                               | 155073 | dba FairPoint Communications                                   |
| Big Sandy Telecom, Inc.                                       | 443193 | dba FairPoint Communications / Big Sandy Telecom, Inc.         |
| Bluestem Telephone Company                                    | 411435 | dba FairPoint Communications                                   |
| C & E Communications, Ltd.                                    |        |  |
| Chautauqua & Erie Communications, Inc.                        |        | dba FairPoint Long Distance                                    |
| Chautauqua and Erie Telephone Corporation                     | 155278 | dba FairPoint Communications                                   |
| China Telephone Company                                       | 305004 | dba FairPoint Communications ? China Telephone Company         |
| Chouteau Telephone Company                                    | 421591 | dba FairPoint Communications                                   |
| Columbine Telecom Company (f/k/a Columbine Acquisition Corp.) | 442704 | dba FairPoint Communications / Columbine Telecom Company       |
| Columbus Grove Telephone Company                              | 101104 | dba FairPoint Communications                                   |
| COM Networks, Inc.  |        |  |
| Comerco, Inc.   |        | dba FairPoint Long Distance                                    |
| Community Service Telephone Co.                               | 105015 | dba FairPoint Communications ? Community Service Telephone Co. |
| C-R Communications, Inc.                                      |        |  |
| C-R Long Distance, Inc.                                       |        | dba FairPoint Long Distance / C-R Long Distance, Inc.          |
| C-R Telephone Company   | 141609 | dba FairPoint Communications / C-R Telephone Company           |
| El Paso Long Distance Company                                 |        | dba FairPoint Long Distance / El Paso Long Distance Company    |
| Ellensburg Telephone Company                                  | 122412 | dba FairPoint Communications                                   |

|   |  |  |
|---|--|--|
| [800] Operating Companies<br>Data Collection Form |  | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|--|

|   |                       |
|---|-----------------------|
| <010> Study Area Code   | 10055                 |
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| <020> Program Year  | 2015                  |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Bialdo        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 203354124 ext.        |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bbialdo@fairpoint.com |

|                         |                                     |
|-------------------------|-------------------------------------|
| <810> Reporting Carrier | Community Service Telephone Company |
| <811> Holding Company   | FairPoint Communications, Inc.      |
| <812> Operating Company | Community Service Telephone Company |

| <813> AFFILIATES  |  | <814> SAC | <815> Doing Business As Company or Brand Designation                                  |
|---|--|-----------|---|
| Eltel Long Distance Corp.                                 |  |           | dba FairPoint Long Distance   |
| Enhanced Communications of Northern New England Inc.      |  |           |   |
| ExOp of Missouri, Inc.                                    |  |           | dba FairPoint Communications  |
| FairPoint Broadband, Inc.                                 |  |           | dba FairPoint Communications  |
| FairPoint Business Services LLC                           |  |           |   |
| FairPoint Carrier Services, Inc.                          |  |           |   |
| FairPoint Communications Missouri, Inc.                   |  | 421472    | dba FairPoint Communications  |
| FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)       |  |           |   |
| FairPoint Vermont, Inc.                                   |  |           | dba FairPoint Communications  |
| Germantown Independent Telephone Company                  |  | 305618    | dba FairPoint Communications  |
| Germantown Long Distance Company                          |  |           | dba FairPoint Long Distance   |
| GTC Communications, Inc. (f/k/a TRG Communications, Inc.) |  |           |   |
| GTC, Inc.   |  | 210291    | (Floral) dba FairPoint Communications   |
| GTC, Inc.   |  | 210329    | (Perry) dba FairPoint Communications  |
| Maine Telephone Company                                   |  | 100025    | dba FairPoint Communications ? Maine Telephone Company                                |
| Marianna and Scenery Hill Telephone Company               |  | 170185    | dba FairPoint Communications  |
| Marianna Tel, Inc.  |  |           | dba FairPoint Long Distance   |
| MJD Services Corp.  |  |           |   |
| MJD Ventures, Inc.  |  |           |   |
| Northern New England Telephone Operations LLC - Maine     |  | 105111    | dba FairPoint Communications  |
| Northern New England Telephone Operations LLC - Maine     |  | 125113    | dba FairPoint Communications  |
| Northland Telephone Company of Maine, Inc.                |  | 103213    | dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (1991-2014) |
| Odin Telephone Exchange, Inc.                             |  | 243065    | dba FairPoint Communications / Odin Telephone Exchange, Inc.                          |



|   |  |  |
|---|--|--|
| (800) Operating Companies<br>Data Collection Form |  | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0919<br>July 2013 |
|---|--|--|

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|-------|---|-------------------------------------|
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| <020> | Program Year  | 2011                                |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo                     |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2073354126 ext.                     |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.net              |
| <810> | Reporting Carrier   | Community Service Telephone Company |
| <811> | Holding Company   | FairPoint Communications, Inc.      |
| <812> | Operating Company   | Community Service Telephone Company |

| <813>                                      | <813>  | <813>   |
|--|--------|---|
| Affiliates                                 | SAC    | Doing Business As Company or Brand Designation                            |
| Orwell Communications, Inc.                |        | dba FairPoint Long Distance   |
| Orwell Telephone Company                   | 202649 | dba FairPoint Communications  |
| Peoples Mutual Long Distance Company       |        | dba FairPoint Long Distance   |
| Peoples Mutual Telephone Company           | 190244 | dba FairPoint Communications  |
| Quality One Technologies, Inc.             |        | dba FairPoint Long Distance   |
| Ravenwood Communications, Inc.             |        |   |
| Sidney Telephone Company                   | 103313 | dba FairPoint Communications ? Sidney Telephone Company                   |
| ST Enterprises, Ltd.                       |        |   |
| ST Long Distance, Inc.                     |        | FairPoint Long Distance (Kansas, Colorado, Oklahoma)                      |
| ST Long Distance, Inc.                     |        | FairPoint Long Distance / ST Long Distance, Inc. (Illinois)               |
| ST Long Distance, Inc.                     |        | FairPoint Communications Long Distance (Missouri)                         |
| St. Joe Communications, Inc.               | 210279 | dba FairPoint Communications  |
| Standish Telephone Company                 | 205025 | dba FairPoint Communications ? Standish Telephone Company                 |
| Sunflower Telephone Company, Inc.          | 661835 | dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado) |
| Taconic Technology Corp.                   |        |   |
| Taconic TelCom Corp.                       |        | dba FairPoint Long Distance   |
| Taconic Telephone Corp.                    | 350884 | dba FairPoint Communications  |
| Telephone Operating Company of Vermont LLC | 145115 | dba FairPoint Communications  |
| The El Paso Telephone Company              | 241004 | dba FairPoint Communications  |
| UI Long Distance, Inc.                     |        | dba FairPoint Long Distance   |
| Unite Communications Systems, Inc.         |        | FairPoint Communications  |
| Utilities, Inc.                            |        | dba FairPoint Communications (Maine)                                      |
| Utilities, Inc.                            |        | dba FairPoint Utilities (New Hampshire)                                   |





FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Community Services Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Catalog and Tariff pages outlining the terms of the Lifeline Program in Community Services Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

COMMUNITY SERVICE TELEPHONE CO.  
d/b/a FAIRPOINT COMMUNICATIONS

Maine Catalog  
Section 2  
First Revised Page 17  
Cancels Original Page 17

SECTION 2 - GENERAL REGULATIONS, (Cont'd.)

2.15 LifeLine Service Program

The Company shall provide Lifeline service as defined in 47 C.F.R. § 54.401 (a) on a non-discriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et.al) and any subsequent clarifying orders.

(C)  
|  
(C)

2.16 Enhanced Universal Emergency Number Service - E911 Surcharge

An Enhanced Universal Emergency Number Service (E911) surcharge as provided in 25 MRSA Section 2927 (1-A), applies per month to each residence and business telephone exchange line, including PBX trunks and Centrex lines, Public access Smart Line (PASL) and public access lines in addition to the monthly rates for these lines specified elsewhere in the tariff. The surcharge shall not be imposed upon more than 25 lines per Customer billing account.

2.17 School and Library Fund Surcharge

A School and Library Fund Surcharge applies per month as a percentage to each residence and business Customer's bill for all intrastate retail charges for telecommunications service. The surcharge percentage shall be as directed by the Maine Public Utilities Commission.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

COMMUNITY SERVICE TELEPHONE COMPANY  
d/b/a FAIRPOINT COMMUNICATIONS

Maine Catalog  
Section 7  
First Revised Page 16  
Cancels Original Page 16

SECTION 7 - AUXILIARY EXCHANGE SERVICES (Cont'd.)

7.4. TOLL RESTRICTION SERVICE\*

A. GENERAL

1. Toll Restriction Service is offered with one-party exchange service (except PBX trunk lines) in suitably-equipped central offices to the extent that existing facilities are available.
2. If a Customer's local serving office is not suitably equipped, Toll Restriction Service can be furnished on a Foreign Exchange Service Basis, subject to the availability of facilities. Rates and Charges as specified in this tariff for Foreign Exchange Service would apply.
3. Lifeline customers may elect toll restriction that will block all MTS call attempts, including 1+, 0+, and 0- calls as well as collect and/or third number calls to their particular number. There will be no initial connection charge or monthly charge for this service to Lifeline customers.

B. DESCRIPTION

Toll Restriction Service comprises the following optional features which are available individually or in any combination.

1. ORIGINATING NUMBER SCREENING
2. DIRECT DIALED SCREENING -blocks all directly-dialed toll calls except calls to 800 numbers. Directly dialed calls to Directory Assistance are denied. Toll and Directory Assistance calls may be placed on an operator-handled basis. This feature is offered only in exchanges where suitable facilities exist.
3. OPERATOR NUMBER SCREENING -alerts the operator that operator-handled toll calls and operator-handled Directory Assistance calls may not be billed to the originating number. Calls may be placed on a calling card, collect or charge to a third number basis.
4. TERMINATING NUMBER SCREENING -alerts the operator throughout the country that collect and/or bill-to-third number calls cannot be billed to that particular number. Terminating Number Screening is available individually as well as in a combination of services at the same price.

\*Available with POLR service

Issued Date: November 21, 2012

Michael T. Skrivan  
Vice President - Regulatory



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Community Service Telephone Company  
D/B/A FairPoint Communications  
Provider of Last Resort Service  
Schedule of Terms and Conditions

Part A  
Section 6  
Page 2  
Original

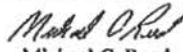
RESIDENTIAL ECONOMY AND PREMIUM SERVICE (Cont'd)

6.3 Regulations Concerning Residential Economy and Premium Service

- A. Calls Outside the Economy Calling Area - Residential Economy Service Customers may make local calls from their Home Exchange to the Premium Exchanges included in Section 6.4.A at a per-minute rate. The per-minute rate for such calls is set forth in Part M, Section 3 of this Tariff. Calls made from the Home Exchange to locations within the State of Maine, other than those listed in Section 6.4.A are billed to the Customer at the applicable intrastate Toll Rates.
- B. Calls Outside the Premium Calling Area - Calls made from the Home Exchange to locations within the State of Maine, other than those listed in Section 6.4.A are billed to the Customer at the applicable intrastate Toll Rates.
- C. Changes in Calling Areas - The Customer's initial selection of either the Economy Calling Area Service offering or the Premium Calling Area Service offering is without charge. Subsequent changes by the Customer are subject to the applicable Service Order Charge as identified in this Tariff. If only one Calling Area Service offering is available for an Exchange, the Customer will automatically be classified under the available service offering and no charge will apply.
- D. Rates - The applicable rates for the Company's Residential Premium Service are listed in Part M, Section 3 of this Tariff.
- E. Lifeline - The Company shall provide Lifeline service as defined in 47 C.F.R. § 54.401 (a) on a non-discriminatory basis to all qualifying low-income Customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to, 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et. al) and any subsequent clarifying orders.
- F. Municipal Calling Service - Customer shall receive toll free calling, where practicable, to any other customer of a Provider of Last Resort within the municipality in which the Customer resides so long as Customer is utilizing an intralata toll provider for whom Company provides billing to the Customer. In the event Customer is charged by an intralata toll provider for whom Company provides billing to the Customer for a call to a Provider of Last Resort customer within the municipality in which Customer resides, Company shall remove any charges associated with any such municipal calling from the Customer's bill, when notified by the Customer.

Issued Date: August 22, 2012  
Proposed Effective Date: August 30, 2012  
Effective Date:

Docket No. 2012-00391

  
Michael C. Reed  
State President - ME





June 30, 2014

*Connect America Fund, WC Docket No. 10-90*

**REDACTED – FOR PUBLIC INSPECTION**

C-R Telephone Company



|  |  |   |
|--|--|---|
| FCC Form 481, Carrier Annual Reporting |  | FCC 15/11-411   |
| Data Collection Form                   |  | OMB Control No. 3045-0055 (Data Collection No. 3045-0055) |
|  |  | 7/7/11  |

|       |  |                        |
|-------|--|------------------------|
| <010> | Study Area Code  | 341009                 |
| <015> | Study Area Name  | C-R TEL CO             |
| <020> | Program Year   | 2015                   |
| <030> | Contact Name: Person USAC should contact with questions about this data      | Barbara Galardo        |
| <035> | Contact Telephone Number: Number of the person identified in data line <030> | 2073354126 ext.        |
| <039> | Contact Email Address: Email of the person identified in data line <030>     | bgalardo@fairpoint.com |

|                                   |  |            |            |
|-----------------------------------|--|------------|------------|
| ANNUAL REPORTING FOR ALL CARRIERS |  | 54313      | 54322      |
|                                   |  | Completion | Completion |
|                                   |  | Required   | Required   |

|        |  |   |                                     |                                     |
|--------|--|---|-------------------------------------|-------------------------------------|
| <100>  | Service Quality Improvement Reporting                            | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <200>  | Outage Reporting (voice)   | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <210>  | <input type="checkbox"/> -- check box if no outages to report    |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <300>  | Unfulfilled Service Requests (voice)                             |   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <310>  | Detail on Attempts (voice)                                       | (attach descriptive document)             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <320>  | Unfulfilled Service Requests (broadband)                         |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <330>  | Detail on Attempts (broadband)                                   | (attach descriptive document)             | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| <400>  | Number of Complaints per 1,000 customers (voice)                 |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <410>  | Fixed  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <420>  | Mobile   | 0.0                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <430>  | Number of Complaints per 1,000 customers (broadband)             |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <440>  | Fixed  |   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <450>  | Mobile   | 0.0                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <500>  | Service Quality Standards & Consumer Protection Rules Compliance | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <510>  | 34100911510.pdf  | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <600>  | Functionality in Emergency Situations                            | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <610>  | 34100911510.pdf  | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <700>  | Company Price Offerings (voice)                                  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <710>  | Company Price Offerings (broadband)                              | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <800>  | Operating Companies and Affiliates                               | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <900>  | Tribal Land Offerings (Y/N)?                                     | (if yes, complete attached worksheet)     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1000> | Voice Services Rate Comparability                                | (check to indicate certification)         | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1010> | 1010 Voice Service Rate Comparability.pdf                        | (attach descriptive document)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1100> | Terrestrial Backhaul (Y/N)?                                      | (if not, check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1110> |  | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <1200> | Terms and Condition for Lifeline Customers                       | (complete attached worksheet)             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

|        |  |                                   |                                     |                                     |
|--------|--|-----------------------------------|-------------------------------------|-------------------------------------|
| <2000> |  | (check to indicate certification) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| <2005> |  | (complete attached worksheet)     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

|        |  |                                   |                          |                                     |
|--------|--|-----------------------------------|--------------------------|-------------------------------------|
| <3000> |  | (check to indicate certification) | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <3005> |  | (complete attached worksheet)     | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

|   |  |
|---|--|
| <b>(100) Service Quality Improvement Reporting Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|   |                        |
|---|------------------------|
| <010> Study Area Code   | 341009                 |
| <015> Study Area Name   | C-R TEL CO             |
| <020> Program Year  | 2013                   |
| <030> Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.        |
| <039> Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

|  |   |
|--|---|
| <110> Has your company received its ETC certification from the FCC?        | (yes / no) <input type="radio"/> <input checked="" type="radio"/> |
| If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 |   |
| <111> year plan" filed with the FCC?                                       | (yes / no) <input type="radio"/> <input type="radio"/>            |

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reporting.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

|  |
|--|
|  |
|  |
|  |
|  |
|  |

(200) Service Outage Reporting (Voice) FCC Form 481  
Data Collection Form OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |                        |
|-------|---|------------------------|
| <010> | Study Area Code   | 341009                 |
| <015> | Study Area Name   | C-R TEL CO             |
| <020> | Program Year  | 2015                   |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2075354124 ext.        |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

[illegible]



|       |   |                         |
|-------|---|-------------------------|
| <010> | Study Area Code   | 341009                  |
| <015> | Study Area Name   | C-R TEL CO              |
| <020> | Program Year  | 2015                    |
| <030> | Contact Name - Person USAC should contact regarding this data                 | BARBARA GALARDO         |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.         |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalarado@fairpoint.com |

|       |  |          |
|-------|--|----------|
| <701> | Residential Local Service Charge Effective Date    | 1/1/2014 |
| <702> | Single State-wide Residential Local Service Charge |          |

[illegible]



|       |   |                       |
|-------|---|-----------------------|
| <010> | Study Area Code   | 31009                 |
| <015> | Study Area Name   | C-R TEL CO            |
| <020> | Program Year  | 2015                  |
| <030> | Contact Name - Person USAF should contact regarding this data                 | Barbara Cjlarado      |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2075351126 #AT        |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bqj1as06@afipoint.com |

[illegible]

|       |   |                                |
|-------|---|--------------------------------|
| <010> | Study Area Code   | 341009                         |
| <015> | Study Area Name   | C-R TEL CO                     |
| <020> | Program Year  | 2015                           |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo                |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.                |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com         |
| <810> | Reporting Carrier   | C-R Tel Co.                    |
| <811> | Holding Company   | FairPoint Communications, Inc. |
| <812> | Operating Company   | C-R Tel Co.                    |

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|  |  |   |
|--|--|---|
| (900) Tribal Lands Reporting<br>Data Collection Form |  | FCC Form 481<br>OMB Control No. 3060-0985/OMB Control No. 3060-0919<br>JUN 2013 |
|--|--|---|

|       |   |                        |
|-------|---|------------------------|
| <010> | Study Area Code   | 341609                 |
| <015> | Study Area Name   | C-R TEL CO             |
| <020> | Program Year  | 2015                   |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Barbara Gelardo        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.        |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgelardo@fairpoint.com |

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

|                            |
|----------------------------|
| Select<br>(Yes, No,<br>NA) |
|                            |
|                            |
|                            |
|                            |
|                            |
|                            |
|                            |
|                            |
|                            |

|  |  |  |
|--|--|--|
| (1100) No Terrestrial Backhaul Reporting<br>Data Collection Form |  | FCC Form 481<br>OMB Control No. 3060-0985 OMB Control No. 3060-0819<br>July 2013 |
|--|--|--|

|       |   |                        |
|-------|---|------------------------|
| <010> | Study Area Code   | 341009                 |
| <015> | Study Area Name   | C-R TEL CO             |
| <020> | Program Year  | 2015                   |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Barbara Galardo        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2075354126 ext.        |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

Please check this box to confirm no terrestrial backhaul  
<1120> options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers  
<1130> broadband service of at least 1 Mbps downstream and 256 kbps  
upstream within the supported area pursuant to § 54.313(G) ☐